Telephone complaints in Gujarat Region

*328. SHRI ANANTRAY DEVSHANKER DAVE: Will the Minister of COMMUNICATIONS be pleased to state:

(a) what is the number of complaints against the telephone department in Kutch-Bhuj, Jamnagar and Rajkot region for the last two years, year-wise;

(b) what are the details of the complaints received; and

(c) the action taken thereon alongwith the outcome thereof?

THE MINISTER OF COMMUNICATIONS (SHRI RAM VILAS PASWAN): (a) The number of complaints against the telephone department in Kutch-Bhuj, Jamnagar, Rajkot region for the last two years, year-wise is as below:—

Year	Kutch-Bhuj	Jamnagar	Rajkot
August, 99—July, 2000	1706	306	1293
August, 2000—July, 2001	1663	831	944

(b) The details of the complaints received are given in the Statement *(See* below).

(c) The action taken thereon alongwith the outcome thereof is given below:—

1. With reference to complaints of new telephone connections & Shift, following underground cables have been laid during last two years:—

Year	Kutch-Bhuj	Jamnagar	Rajkot
1999-	169737 CKM*	163000 CKM*	197700 CKM*
2000	111228 CKM*	140000 CKM*	335388 CKM*

*CKM=Conductor Kilometre

2. Regarding billing complaints, more Customer Service Centres (CSC) have been opened to enable subscriber to facilitate various customer facilities. During last two years, 7, 6 and 10 customer service centres have been opened in Kutch-Bhuj, Jamnagar and Rajkot regions respectively.

3. The complaints of excess metering were examined and settled. No. of cases received and settled and rebate given during last two years are as follows:—

Year	Kutch-Bhuj		Jamnagar		Rajkot	
	No. of complaints received and settled	Rebate given (Rs)	No.of complaints received and settled	Rebate given (Rs.)	No.of complaints received and settled	Rebate given (Rs.)
1999-2000	65	54,032	223	12,658	766 751	4,96,273
2000-2001	40	52,012	393	21,963		79,470

4. Regarding the compjaints of misbehaviour of staff, behavioural training has been given to 138, 303 and 126 officials in Kutch-Bhuj, Jamnagar and Rajkot regions respectively in last two years. Officers have been instructed to remain present in office during public meeting time and give prompt attention to the grievances of subscribers.

5. Regarding the demand of OFC media, OFC cable of lengths, 655 kms. in Kutch-Bhuj, 1355 kms. in Jamnagar and 570 kms. in Rajkot regions have been laid in last two years to provide reliable media.

6. With reference to complaints / demands of new exchanges, new exchanges have been opened based on the demand and justification. The number of exchanges opened in last two years are as follows:—

Year	Kutch-Bhuj	Jamnagar	Rajkot
1999-	8	27	6
2000	26	25	13

7. For the complaints relating to faults:

(i) The fault-prone telephone numbers are being made fault-free by rehabilitations of outdoor plant. The work of opening of 5 pair Distribution Points with laying of 5 pair cable has been taken up by SSA (Secondary Switching Area) to reduce the faults. In Bhuj, 753-5 pair DP and 401 kms.-5 pair cable, in Jamnagar 1564-5 pair DP and 95 kms.-5 pair cable and in Rajkot 2769-5 pair DP and 797 kms.-5 pair

cable have been opened for this purpose.

(ii) Ducting work of 28.5 kms. in Rajkot and 4 kms. in Jamnagar has been carried out in major / important exchanges to minimize damage in primary cable due to digging by external agencies.

8. Regarding complaints of corruption, 22, 4 and 11 cases have been investigated in Kutch-Bhuj, Jamnagar and Rajkot regions respectively. Remaining cases did not justify any investigation. Suitable steps have been taken after investigation and outcome of the same is indicated below:—

0) One Group 'A' officer put under suspension and major penalty chargesheet was issued.

(ii) Two Group 'B' officers have been chargesheeted under Rule-16 and one Junior Telecom Officer has been chargesheeted under Rule-14.

(iii) The preliminary investigation is in process against four officers.

(iv) One Commercial Officer has been transferred.

Statement

Details of the complaints received against Telecome Department in Kutch-Bhuj, Jamnagar and Rajkot regions

Sl. No	Category of Complaints	Kutch-Bhuj		Jamnagar		Rajkot	
		Aug. '99 to July, 2000	Aug.. 2000 to July. 2001	Aug. '99 to July. 2000	Aug., 2000 to July. 2001	Aug. '99 to July, 2000	Aug.. 2000 to July. 2001
1	2	3	4	5	6	7	8
1.	Delay in provision	158	169	136	424	695	156
2.	of New Telephone Connections		70	16 26	51	97	28
3.	Dely in Shift	54	915	11	72 2	126	97
4.	Billing complaints	1072	4			0	1
	Behaviour complaints	5					

1	2	3	4	5	6	7	8
5.	Optical Fibre Cable media demand	6	8	12	9	12	15
6.	Opening of New Exchange	5	17	11	7	8	8
7.	Related to faults duration	373	455	81	263	320	589
8.	Corruption and malpractice	24	07	04	01	10	06
9.	Complaints related to staff (Transfer / Posting/ Promotion etc.)	0	05	0	0	02	2
10	Misc. complaints	09	13	09	02	23	42
	TOTAL	1706	1663	306	831	1293	944

Safety Measures in Storage and Distribution of Petroleum Products

*329. SHRI KRISHNA KUMAR BIRLA:
SHRI ABANI ROY:

Will the Minister of PETROLEUM AND NATURAL GAS be pleased to state:

(a) whether Government have asked public sector oil companies to take necessary steps to reduce the incidents of fire in storage and distribution of petroleum products;

(b) if so, the details of incidents of fire in storage and distribution of petroleum products in each of the oil company during the last three years;

(c) the losses suffered by Government as a result thereof; and

(d) the details of safety measures now being adopted by the oil companies in the storage and distribution of petroleum products?

THE MINISTER OF PETROLEUM AND NATURAL GAS (SHRI RAM NAIK): (a) Oil Industry Safety Directorate has been issuing guidelines from time to time to ensure safety in storage depots of petroleum products.